



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: July 17, 2020
	REFERENCE: UNDP-RFP-2020-214
	JTN: 13600
	ORPS: 2666

Dear Sir / Madam:

We kindly request you to submit your Proposal for **“for Providing Support to SMEDA in Building Online Capacity of SMEs”** Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Your proposal should be submitted through e-Tendering online system by or before the deadline of **Monday, 27th July 2020 12:30 PM PST OR 3:30 AM EDT** indicated in <https://etendering.partneragencies.org>.

Detailed instructions on how to register, submit, modify or cancel a bid in the e-Tendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/>


Your Proposal must be expressed in the English, and valid for a minimum period of 90 days.


You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on “Accept Invitation” button no later than **Wednesday, 22nd July 2020 [12:30 PM Pakistan Standard Time OR 3:30 AM EDT]**. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it is submitted through the e-Tendering system on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If there is requirement of any clarification related to this RFP, kindly send queries to pakistan.procurement.info@undp.org.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

DocuSigned by:

 BD9BECCA0C4640D...

DocuSigned by:

 0F400A0FE8264B8...

DocuSigned by:

 5866F218C2264C1...

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 4.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link: http://www.un.org/depts/ptd/pdf/conduct_english.pdf

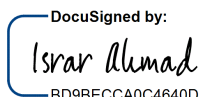
Thank you and we look forward to receiving your Proposal.

Sincerely yours,

DocuSigned by:

5866F218C2264C1...

(For) Ignacio Artaza
Resident Representative
7/20/2020

DocuSigned by:

BD9BECCA0C4640D...

DocuSigned by:

0F400A0FE8264B8...

Annex 1**Description of Requirements**

Context of the Requirement	National Firm/Institute/Organization for Supporting SMEDA in Building Online Capacity of SMEs
Brief Description of the Required Services	<p>Background:</p> <p>As a global pandemic that threatens to profoundly deepen inequalities and undo progress on sustainable development and humanitarian response more broadly, COVID-19 is already devastating individuals, families, communities, economies and infrastructure. It has spread rapidly to every corner of the world including Pakistan. Like most countries, Pakistan is reporting exponential increase in the number of cases, having crossed 220,000 in under four months since the first case was reported. To cope with the situation a coherent and integrated response is urgently required across health, development and humanitarian dimensions.</p> <p>As the COVID-19 pandemic spreads throughout the country, it constitutes an unprecedented challenge with very severe socio-economic consequences. The negative impact on health care, small businesses, and young workers across the country is likely to be significant and acute. There are 27.3 million informal sector workers (including self-employed workers) in Pakistan who are the most vulnerable to losing their jobs due to the prevailing lockdown situation across the country, as they are mainly engaged in the sectors most likely to be adversely impacted due to shut down of economic activity. The Youth Co:Lab survey conducted in Asia Pacific found that 86% of young entrepreneurs reported negative impact of COVID-19 on their businesses, with one-fourth reporting that their businesses had completely stopped and one-third had to lay off staff.</p> <p>Objective:</p> <p>The Youth Empowerment Programme (YEP) of UNDP is rapidly responding to COVID-19 pandemic through various activities that aim to help with economic recovery of young people affected by the crisis through various means. The crisis has affected the small and medium enterprises the most in terms of lost sales and jobs. One such intervention is to help SMEs build their websites easily with a few clicks of a button establishing an online presence to increase their sales at a time when losses are being faced arising from the lockdown. The challenge includes developing a single integrated web platform that will be easy to use by small businesses to design their own websites and deployed them with a few clicks of a button consistent with the overall look and feel of the platform. The platform will be integrated with existing SMEDA website and search engines optimized for google. All websites for SMEs will have their own e-commerce functionality where they list their products and sell them online through an integrated payment gateway. For this, UNDP seeks to hire a partner that will help to: (1) Establish an online portal for facilitating easy establishment of multiple websites for SMEs across Pakistan with only a few clicks of a button, content hosting with be under SMEDA current domain, (2) Enlist products on popular e-commerce platforms such as Daraz.pk through one integrated platform, (3) Auto market products on social media platforms through this integrated webplatform (4) Facilitate remote trainings on the platform with the help of an inbuilt feature.</p>

List and Description of Expected Outputs to be Delivered	<p>Organizations participating in the Challenge are requested to submit proposals explaining their innovative idea for the Development of integrated platform for individual websites by SMEs also focusing on the following areas:</p> <ul style="list-style-type: none"> Fully customizable online store for small businesses integrated with payment gateways. Ability to have indefinite amount of pages, products, reviews, and customers on a single platform with all websites. 5 different design templates for websites owners/SMEs to choose from. Emails for specific businesses for customer queries associated with their websites. A product recommendation system built into the e-commerce websites. A review and stars system for products and customers to rate each other. Order and inventory management system integrated separately for each website. Enlisting products on existing popular e-commerce platforms such as Daraz.pk integrated in the webplatform. Integration with supply chains for order pick-up and delivery to customers by connecting them with logistics service providers Built in customer relationship management system to respond to customer queries and managing returns/refunds etc. Full featured administration panel to manage backend operations. Industry wide security and safety features. Integration with other social media platforms and a auto training feature
Person to Supervise the Work/Performance of the Service Provider	Youth Employment and Private Sector Development Specialist, Youth Empowerment Programme
Frequency of Reporting	Deliverable wise
Progress Reporting Requirements	Deliverables based.
Location of work	<input checked="" type="checkbox"/> The consulting firm/organization/ company will base its team in Peshawar or any appropriate location in consultation with the project team to ensure close liaison with the project team and SMEDA-KP
Expected duration of work	05 Months
Target start date	03 August 2020
Latest completion date	31 December 2020

Travels Expected	None
Special Security Requirements	Note: UNDP will not be liable to provide the security to the selected firm and it is the responsibility of the selected firm to arrange the security of its employees.
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Not Applicable
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency [PAK RUPEES]
Value Added Tax on Price Proposal	<p><input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (the invoice submitted should indicate the price and tax portion separately).</p> <p>Further, United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.</p>
Validity Period of Proposals (Counting for the last day of submission of quotes)	<p><input checked="" type="checkbox"/> 90 days</p> <p>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.</p>
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	Deliverables and Payment Schedule

	Schedule of payment			
	Deliverables	Percentage of Payment	Timeline	Condition for Payment Release
	1. Submission of project inception report	30%	20 Sept 2020	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider
	2. Web based application that provides a standardized template for SMEs to establish their own e-commerce websites.	30%	20 Oct 2020	
	3. Detailed project completion report including commentary on training of all beneficiary SMEs	40%	25 November 2020	
	Total	100%		
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Youth Employment and Private Sector Development Specialist, Youth Empowerment Programme			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract for Professional Services			
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) Where the minimum passing score of technical proposal is 70%. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non- acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm 30% with 210 Marks out of 700 <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% with 280 marks out of 700 <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 30% with 210 marks out of 700 <u>Financial Proposal (30%)</u>			

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. (**Financial Score= (Lowest Offer/Offer*100)**)

Summary of Technical Proposal Evaluation		Score Weight	Points Obtainable
1.	Expertise of Firm/ Organization submitting Proposal	30%	210
2.	Proposed Approach / Technical proposal	40%	280
3.	Personnel	30%	210
Total			700

Form 1: Technical Proposal Evaluation		Points Obtainable
Expertise of Firm / organization		
1.1	Relevant experience of 10 years in website / app development 0-2 Years (0 marks) 2-4 Years (30 marks out of 60) 5-10 Years (50 marks out of 60) 10 year above (60 marks out of 60)	60
1.2	Organsiation having experience of developing similar online portal for facilitating easy establishment of multiple websites. Minimum 3 similar contrcats required. (16.67 marks for each contract)	50
1.3	Financial Stability: Audited Accounts (2017-2018 & 2018-19) submitted. Quick Ratio should be 1 or more than 01 (25 marks for each year)	50
1.4	Experience of providing similar services to major, international, multilateral, bilateral or UN agencies, INGOs or to Government institution. Provide copies of at least two contracts/POs (25 marks for each contract)	50
Total Part 1		210
Form 2: Technical Proposal Evaluation		Points Obtainable
Proposed Work Plan and Approach		
2.1	Have the important aspects of the task been addressed in sufficient detail and do they correspond to the Terms of References?	100

	2.2	Is the proposal well defined and corresponds to the Terms of Reference? (Clear and concise approach)	80
	2.3	Work plan: Clarity of presentation & sequencing of activity are logical, timely and technically realistic. Does it promise efficient implementation of the proposed tasks and demonstrates flexibility to adapt to local context? e.g: Proposed work plan	50
	2.4	Project Monitoring: Has the bidder indicated a monitoring plan to effectively monitor the project activities and also reflected the resources / services to carry out monitoring? • e.g. Monitoring strategy	50
	Total Part 2		280
	Form 3: KEY PERSONNEL PROFILE – (Names and curriculum vitae of individuals who will be involved in completing the services)		
The Team Leader CV will be evaluated as below; Education; Minimum Bachelor Degree in computer science (20 Marks) If, Master Degree in computer science (30 Marks) Experience: 0-2 years of experience in relevant field (10 marks) 3-5 years of experience in relevant field (15 marks) 5 years above experience in relevant field (20 marks)		50	
Support team qualification, experience will be evaluated as below; 1. <u>Web Developers (05 positions); (maximum marks 60)</u> Education; Bachelors Degree in computer science (06 marks for each CV) Experience: 1-3 years of experience in web development (2 marks for each year for each CV) 2. <u>Trainers (03 positions); (maximum marks 60)</u> Education; Bachelors Degree in computer science/social studies (11 marks for each CV) Experience:		160	

	<p>1-3 years of experience in training of similar nature of assignments (3 marks for each year for each CV)</p> <p>3. <u>Monitoring and Evaluation Officer (01 position); (maximum marks 40)</u></p> <p>Education; Bachelors Degree in social studies/related filed (20 marks)</p> <p>Experience: 0-2 years of experience in relevant field (0 marks) 3-5 years of experience in relevant field (10 marks) 5-10 years above experience in relevant field (20 marks)</p>	
	Total	210
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider	
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Form for Submission of Financial Proposal (Annex 3) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 4) <input checked="" type="checkbox"/> Detailed TOR [Annex-5]	
Contact Person for Inquiries (Written inquiries only)	<p><i>pakistan.procurement.info@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>	

Minimum Eligibility Criteria	<ol style="list-style-type: none"> 1. Three relevant Contracts with National/Multinational Organizations (please attach copies of contracts). 2. Minimum experience of 2 years in website and application development. 3. Profile of the company/firm along with details of employee, CVs of key professionals and available facilities/expertise. 4. Three satisfactory performance certificates along with duration of each assignment 5. Proof of financial stability such as Audited Financial Statements along with the auditor's report for the last two years (2017-18 & 2018-19) along with Bank statements/certificates indicating financial standing. 6. Firm's valid registration with Income Tax/Sales Tax Department (NTN/STN). 7. An affidavit on stamp paper that the company/firm has never been black listed by any institution / department / agency and that it has not been involved in litigation with any of its clients. 8. Copy of business registration certificate.
Deadline for Submission	<p>Monday, 27th July 2019 (12:30 PM Pakistan standard Time or 3:30 AM EDT)</p> <p>Please note:</p> <ol style="list-style-type: none"> 1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system. 2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue in submitting your bid at the last minute, UNDP may not be able to assist.

Electronic submission (eTendering) requirements	<ul style="list-style-type: none"> • Technical and financial proposals should be submitted in separate PDF files • File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. • All files must be free of viruses and not corrupted. • Password for financial proposal must not be provided to UNDP until requested by UNDP (see notes below) <p>Important Notes for financial proposal:</p> <ul style="list-style-type: none"> • The proposer is required to prepare and submit the financial proposal in a password protected PDF file separate from the rest of the proposal submission as indicated in the instructions to proposers. • Password for financial proposal must not be provided to UNDP until it is formally requested by UNDP focal point indicated below: israr.ahmad@undp.org • While entering financial proposal in the e-tendering system, always mention your bid price as PKR 1. Please do not mention the value of your financial proposal in the e-tendering system. It should only be mentioned in the password protected file/ attachment of financial proposal. The proposals of those organizations who would reveal their financial proposal value in the e-tendering system will be considered as disqualified.
Pre-proposal conference	N/A

Annex 2**FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL**

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date] , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.
- g) Include all the documents mentioned in the **Minimum Eligibility Criteria** mentioned in Annex 1.

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

[Name and Signature of the Service Provider's Authorized Person]

[Designation]

[Date]

Annex 3**FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL**

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

A. Cost Breakdown per Deliverable*

Schedule of payment			
Deliverables	Percentage of Payment	Timeline	Amount in Rs.
1. Submission of project inception report	30%	20 Sept 2020	
2. Web based application that provides a standardized template for SMEs to establish their own e-commerce websites.	30%	20 Oct 2020	
3. Detailed project completion report including commentary on training of all beneficiary SMEs	40%	25 Nov 2020	
Total	100%		

**This shall be the basis of the payment tranches*

Description of Activity	Remuneration per Unit of Time in Rs.	Total Period of Engagement	No. of Personnel	Total Price in Rs.
I. Personnel Services			01	
1. 01-Team Leader			05	
2. 05-Web Developers			03	
3. 03-Trainers			01	
4. 01-M&E Officer				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease, if any				
6. Others				
III. Other Related Costs				

[Name and Signature of the Service Provider's Authorized Person]

[Designation]

[Date]

Annex 4

General Terms and Conditions for Services
Separately attached

Annex-5

**Hiring of National Firm/Institute/Organization for Supporting SMEDA in Building Online
Capacity of SMEs
Terms of Reference (TOR)**

A. Project Title

Kamyab Jawan - Youth Empowerment Programme

B. Project Description**Background:**

As a global pandemic that threatens to profoundly deepen inequalities and undo progress on sustainable development and humanitarian response more broadly, COVID-19 is already devastating individuals, families, communities, economies and infrastructure. It has spread rapidly to every corner of the world including Pakistan. Like most countries, Pakistan is reporting exponential increase in the number of cases, having crossed 220,000 in under four months since the first case was reported. To cope with the situation a coherent and integrated response is urgently required across health, development and humanitarian dimensions.

As the COVID-19 pandemic spreads throughout the country, it constitutes an unprecedented challenge with very severe socio-economic consequences. The negative impact on health care, small businesses, and young workers across the country is likely to be significant and acute. There are 27.3 million informal sector workers (including self-employed workers) in Pakistan who are the most vulnerable to losing their jobs due to the prevailing lockdown situation across the country, as they are mainly engaged in the sectors most likely to be adversely impacted due to shut down of economic activity. The Youth Co:Lab survey conducted in Asia Pacific found that 86% of young entrepreneurs reported negative impact of COVID-19 on their businesses, with one-fourth reporting that their businesses had completely stopped and one-third had to lay off staff.

Objective:

The Youth Empowerment Programme (YEP) of UNDP is rapidly responding to COVID-19 pandemic through various activities that aim to help with economic recovery of young people affected by the crisis through various means. The crisis has affected the small and medium enterprises the most in terms of lost sales and jobs. One such intervention is to help SMEs build their websites easily with a few clicks of a button establishing an online presence to increase their sales at a time when losses are being faced arising from the lockdown. The challenge includes developing a single integrated web platform that will be easy to use by small businesses to design their own websites and deployed them with a few clicks of a button consistent with the overall look and feel of the platform. The platform will be integrated with existing SMEDA website and search engines optimized for google. All websites for SMEs will have their own e-commerce functionality where they list their products and sell them online through an integrated payment gateway. For this, UNDP seeks to hire a partner that will help to: (1) Establish an online portal for facilitating easy establishment of multiple websites for SMEs across Pakistan with only a few clicks of a button, content hosting with be under SMEDA current domain, (2) Enlist products on popular e-commerce platforms such as Daraz.pk through one integrated platform, (3) Auto market products on social media platforms through this integrated webplatform (4) Facilitate remote trainings on the platform with the help of an inbuilt feature.

Organizations participating in the Challenge are requested to submit proposals explaining their innovative idea for the Development of integrated platform for individual websites by SMEs also focusing on the following areas:

- Fully customizable online store for small businesses integrated with payment gateways.
- Ability to have indefinite amount of pages, products, reviews, and customers on a single platform with all websites.
- 5 different design templates for websites owners/SMEs to choose from.
- Emails for specific businesses for customer queries associated with their websites.
- A product recommendation system built into the e-commerce websites.
- A review and stars system for products and customers to rate each other.
- Order and inventory management system integrated separately for each website.
- Enlisting products on existing popular e-commerce platforms such as Daraz.pk integrated in the webplatform.
- Integration with supply chains for order pick-up and delivery to customers by connecting them with logistics service providers
- Built in customer relationship management system to respond to customer queries and managing returns/refunds etc.
- Full featured administration panel to manage backend operations.
- Industry wide security and safety features.
- Integration with other social media platforms and a auto training feature

C. Expected Outputs and Deliverables

Schedule of payment			
Deliverables	Percentage of Payment	Timeline	Condition for Payment Release
1. Submission of project inception report	30%	20 Sept 2020	Within thirty (30) days from the date of meeting the following conditions: b) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider
2. Web based application that provides a standardized template for SMEs to establish their own e-commerce websites.	30%	20 Oct 2020	
3. Detailed project completion report including commentary on training of all beneficiary SMEs	40%	25 November 2020	
Total	100%		

D. Institutional Arrangement

The consulting firm/ organization/ company will provide one full-time expert as a team lead and other key staff as mentioned above under staffing requirement.

Under the overall guidance of the Programme Specialist - CPRU, the team will be reporting to Youth Employment and Private Sector Development Specialist, Youth Empowerment Programme as and when required.

E. Duration of the Work

Duration of the assignment is **05 Months** after signing of contract.

F. Duty Station

The consulting firm/organization/ company will base its team in Peshawar or any appropriate location in consultation with the project team to ensure close liaison with the project team and SMEDA.